

# access

**BOARD OF DIRECTORS MEETING**  
**Monday, April 19, 2021**  
**General Session: 12:00 p.m.**  
**Closed Session: Immediately Following**

**\*Webinar - please see note below**

## **MISSION STATEMENT**

*Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.*

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	<u>DISPOSITION</u>
1. <b>CALL TO ORDER</b>	ACTION
2. <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON FEBRUARY 22, 2021</b> (page 8) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>	INFORMATION
4. <b>GENERAL PUBLIC COMMENT</b>	INFORMATION
5. <b>SUPERIOR SERVICE AWARD</b>	PRESENTATION

6. **CONSENT CALENDAR**

ACTION

[Vote Required:  
majority of quorum by  
roll call]

**Items reviewed and approved by the Planning and Development Committee:**

- a) Consideration to Approve Renewals of Employee Health and Benefit Contracts (page 21)

[Staff Recommendation: Approve the employee benefit insurance policies for the period of July 1, 2021 through June 30, 2022 at a cost not to exceed \$1,097,658.]

- b) Consideration to Approve Renewal of Self-Insured Retention Automobile Liability Program (page 24)

[Staff Recommendation: Authorize staff to continue a \$100,000 Self Insured Retention program with estimated liability of \$1,750,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.]

- c) Consideration to Approve Renewal of Commercial Business Package Insurance (page 26)

[Staff Recommendation: Authorize the Executive Director to: (see Item below for full recommendations)]

**Item reviewed and neither approved or disapproved by the Planning and Development Committee:**

- d) Consideration to Award Coupon Printing Contract (AS-4135) (page 28)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4135 with Precision Services Group for the printing of transit coupon booklets on an as-needed basis in an amount not-to-exceed \$156,608, for a three-year period beginning May 1, 2021.]

**Items reviewed and approved by the Performance Monitoring Committee:**

- e) Consideration to Extend Term and Increase Funds - Language Interpretation Services Contract (AS-4022) (page 32)  
[Staff Recommendation: Authorize a one-year contract extension with Language Line Services through September 30, 2022 and an increase in funds of \$100,000.]
  
- f) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906) (page 34)  
[Staff Recommendation: Authorize a one-year contract extension with SmartDrive Systems, Inc. through August 31, 2022 and an increase in funds of \$504,000.]
  
- g) Consideration to Approve Purchase of Vehicles for Paratransit Service (page 36)  
[Staff Recommendation: Approve the purchase of up to 118 vehicles through the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative contract 21-01 for an amount not to exceed \$8,850,000.]

**Items not reviewed nor approved by any committee:**

- h) Consideration to Approve Accessible Electric Vehicle Project Letter of Support (page 40)  
[Staff Recommendation: In support of Access' appropriations request, authorize the Board Chair to prepare a letter of support on behalf of the Board.]
  
- i) Consideration to Extend Term, Increase Funds and Change Scope for Where's My Ride (WMR) Software and Services Contract (AS-3998) (page 42)  
[Staff Recommendation: Authorize an additional \$580,000 in funds, a change in scope and an extension in the period of performance with IT Curves through February 21, 2023.]

[Staff Recommendation: Approve the Consent Calendar]

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|-----|---|-----------------------------------|
| 7.  | <b>ACCESS CUSTOMER TECHNOLOGY SURVEY</b>  | PRESENTATION                      |
| 8.  | <b>COVID-19/OPERATIONS UPDATE</b>   | PRESENTATION                      |
| 9.  | <b>BUDGET UPDATE</b>  | PRESENTATION                      |
| 10. | <b>UPCOMING BOARD ITEMS</b> (page 44)   | INFORMATION                       |
| 11. | <b>EXECUTIVE DIRECTOR'S REPORT</b>  | INFORMATION                       |
| 12. | <b>BOARD MEMBER COMMUNICATION</b>   | INFORMATION                       |
| 13. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>   | DISCUSSION/<br>POSSIBLE<br>ACTION |
| 14. | <b>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</b>  | INFORMATION                       |
| 15. | <b>CLOSED SESSION:</b>  | DISCUSSION/<br>POSSIBLE<br>ACTION |
|     | A) PUBLIC EMERGENCY (COVID-19), GC sec. 54957(a)  |                                   |
|     | B) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9   |                                   |
|     | 1. Existing Litigation: Gov. Code §54956.9  |                                   |
|     | i. Adams v. Access Services, et al. Arbitration Case 01-19-0000-7404  |                                   |
|     | 2. Anticipated Litigation: Gov. Code §54956.9 (b)   |                                   |
|     | i. Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9 (b) a situation where, based on the advice of counsel considering "existing facts and circumstances," there exists a "significant exposure to litigation" |                                   |
|     | C) CALIFORNIA GOV. CODE §54957 - PERSONNEL MATTERS: PUBLIC EMPLOYEE EVALUATION - Appointment, employment, evaluation of performance, discipline, or dismissal of a public employee - Deputy Executive Director, Chief Operations Officer          |                                   |

## 16. ADJOURNMENT

## ACTION

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

## \*NOTE

### NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Monday, April 19, 2021 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

### How to Provide Public Comment in a Board Meeting via Zoom

#### Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html). Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://zoom.us/j/91277862963>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

#### By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html)
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 301 715 8592  
or +1 312 626 6799 or +1 929 205 6099 or 833 548 0282 (Toll Free) or 877 853  
5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free)

Webinar ID: 912 7786 2963

4. When the Board Chair calls for the item on which you wish to speak, press \*9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
5. If you cannot use the “raise hand” feature, the please submit a written comment as outlined above.
6. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker’s Zoom profile will be muted.



STATEMENT OF PROCEEDINGS FOR THE  
MEETING OF THE ACCESS SERVICES  
BOARD OF DIRECTORS

Webinar

February 22, 2021

12:00 p.m.

1. **CALL TO ORDER**

Meeting was called to order by Chair Nason at 12:02 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Dolores Nason, Vice Chair Martin Gombert, Treasurer Doran Barnes, Secretary Theresa De Vera, Directors Lee Burner, Andrew Del Castillo, John Troost and Jonaura Wisdom.

**BOARD MEMBER(S) EXCUSED FROM THE MEETING**

Not Present: Director Valerie Gibson.

2. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 7, 2020**

Recommendation: Approval of minutes as written.

**Motion made by Director Troost to approve the minutes, seconded by Secretary De Vera. Via Roll Call Vote, all were in favor, motion passed.**

3. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JANUARY 11, 2021**

Recommendation: Approval of minutes as written.

**Motion made by Director Del Castillo to approve the minutes, seconded by Director Burner. Via Roll Call Vote, all were in favor, motion passed.**



#### **4. REPORT FROM EX-OFFICIO BOARD MEMBERS**

TPAC Vice Chair Diane Amaya reported the following from the TPAC meeting that took place on January 14, 2021. Executive Director Andre Colaiace provided TPAC an overview of the January 11, 2021 Board committee meetings. The Uber transit team discussed the partnerships they have formed with transit agencies across the nation to enhance mobility options. They also discussed driver safety, training and accessibility features. The Joe King Scholarship Award was presented to MTM staff member Joanne Ceballos. Ms. Ceballos received paid tuition to attend University of the Pacific's transit and paratransit management certificate program in the fall of 2020. The midyear financial update was presented by Deputy Executive Director Hector Rodriguez. He discussed trending ridership levels that are impacting fiscal projections. Director of Information Technology Bill Tsuei provided an update on Rider360, which is transitioning to a cloud-based platform with enhanced security measures and is expected to go live in March 2021. Chief Operations Officer Mike Greenwood presented the operations report for November 2020. Mr. Greenwood detailed key performance indicators in providing highlights for each service area. He also provided a status update on the Southern region and Antelope Valley service contract RFPs. Emergency Management Coordinator Matthew Topoozian presented a COVID-19 operation report with an updated incident timeline. He also reported that Access staff is actively engaging with Los Angeles County to prioritize vaccinations for transit operators.

#### **5. GENERAL PUBLIC COMMENT**

Irene Flores made a public comment by stating that the Access drivers and the reservationists are deeply appreciated. She has been with Access for years and is treated like family. The crew is always in a good mood and never complains and she always feel safe riding with the drivers.

Ann Rivera with United Cerebral Palsy made a public comment by thanking Global Paratransit. They work very well with their clients and they always meet the riders' needs. They take suggestions such as initiating no shared rides during the pandemic. She really appreciates them.

Carlos Benavides made a public comment by thanking all the Board members for their hard work, especially during the pandemic. He commended Andre Colaiace, Mike Greenwood and Matthew Topoozian from Access for their hard work and help to all the constituents who need vaccinations.

Ray Pizzaro made a public comment by stating that he works on the patient advisory council at Rancho Los Amigos. He would like to advocate for Global Paratransit on their great work and being able to take care of the Southern region contract.

Jan Olsen made a public comment by stating that she wanted to support the Southern region and Global Paratransit. She has been a rider with Access for more than a year and a half and the Access drivers, Southern region managers, and phone staff go above and beyond for the riders. She feels secure and confident that she will get where she needs to go safely and efficiently. She sees how patient trainers are with the people that they were training and the great attention to detail that they shared with the trainees. Her employment is in the Southern region and she is grateful to know that she would be able to get to and from work. She thanked the managers, drivers, and the employees of the Southern region contractor.

## 6. SUPERIOR SERVICE AWARD PRESENTATION

Project Administrator Faustino Salvador introduced the Superior Service Award winner Leticia Underwood.

## 7. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

### CONSENT CALENDAR

- a) Consideration to Approve Revisions to the Accounts Payable Process
- b) Consideration to Extend Term and Increase Funds - Travel Training Contract (AS-4051)
- c) Consideration to Award Video Production Services Contract (AS-4132)
- d) Consideration to Approve Community Advisory Committee Appointments

Public Comment: None.

Director Wisdom requested that Item 7-b be pulled. Secretary De Vera requested that Item 7-d be pulled.

**Motion made by Vice Chair Gombert to approve Consent Calendar items 7-a and 7-c, seconded by Treasurer Barnes. Via Roll Call Vote - all were in favor, motion passed.**

Item 7-b:

### Board Member Comments

Director Wisdom asked what the original contract terms were. Strategic Planner Eric Haack stated the current contract was for three years with two one-year options. This request was for the first one year option.

Director Wisdom further inquired as to the annual contract amounts for the previous contract years. Mr. Haack responded that for 2019/2020 the total was \$580,000 and for 2018/2019 it was \$837,000 and added that the total for 2019/2020 was lower due to pandemic conditions. Mr. Haack further added that the total estimated cost for the requested option year is \$718,000 but only an additional \$349,000 is being requested as there are funds remaining on the contract.

Director Wisdom asked if there was a process to evaluate the contract. Mr. Haack responded that the contract is evaluated in three ways - 1) Participants in the program are contacted by the contractor over various intervals to see if the training was effective and if their usage of fixed-route has increased; 2) Access staff monitors TAP data of the trainees to verify fixed-route usage; and 3) Access staff conducts its own audit and conducts telephone interviews of the trainees.

**Motion made by Director Wisdom to approve Consent Calendar item 7-b, seconded by Secretary De Vera. Via Roll Call Vote - all were in favor, motion passed.**

Item 7-d:

#### Board Member Comments

Secretary De Vera asked if the two nominees participated at the CAC retreat, before Board approval. Director of Planning and Coordination Matthew Avancena responded that they did participate at the Goals Retreat and were approved by the full CAC committee. Secretary De Vera responded that they should not have participated at the Goals Retreat before Board approval. Executive Director Andre Colaiace responded that since the Goals Retreat was a discussion with no action items, they felt it was appropriate for them to at least be able to discuss issues. Obviously, if it were a regular CAC meeting, where actions were taken, that would not have been appropriate. However, they will take that into consideration in the future.

Chair Nason congratulated the new CAC members, Scott Barron and Buhmit Shah. She was hoping that they would be present at the Board meeting. She thought they needed to be at the Access Board of Directors meeting when they were being approved. Director of Administration F Scott Jewell responded that he would look to see if this needs to be in place for future CAC appointments.

**Motion made by Secretary De Vera to approve Consent Calendar item 7-d, seconded by Director Burner. Via Roll Call Vote - all were in favor, motion passed.**

## **8. CONSIDERATION TO APPROVE EXTENSION OF TERM FOR EXECUTIVE DIRECTOR EMPLOYMENT CONTRACT**

Legal Counsel Vincent Ewing gave a presentation on the item.

## Public Comments

Yael Hagen made a public comment by thanking Access Services for all the wonderful things they have been able to do, and stated that it is due to management and their team, in their response to the pandemic. In her role with the Paratransit Riders' Coalition, she wanted to lend her support for what Andre Colaiace has been able to achieve, which has been tremendously positive. She is sure the Board has noticed that they had many positive comments all the way around in the general public comments and she thinks that is largely due to Andre's leadership.

Victor Dominguez made a public comment by stating that he wanted to thank Andre Colaiace for all his hard work. He regularly attends CAC meetings and they have always been such great meetings.

Louis Burns made a public comment by stating that he had worked at MTA for about 27 years and then he went to work at Access. They had someone at the position of Executive Director twice before Andre Colaiace came on. He stated that Mr. Colaiace never says no when he brings an issue to his attention, that is valid, and one that needs to be heard when it comes to the customers. Access is based on customer service, providing the best possible service all the time. There's no one better than him out there at this time. Mr. Colaiace knows the customer base and he knows what customer service is. He wants to applaud him for the work he's done in the years that he's been with Access and he hopes he can remain there for a long time coming.

Mike Culver, Executive Director for Mobility Management Partners, made a public comment in support of Andre Colaiace. He has been working with Access for over 10 years now. He started out as our contract manager on the travel training project and has continued to support the project as he moved into the Executive Director position. He thanked the Board of Directors, for making that decision those several years ago, to put Mr. Colaiace in this position and he hopes that they continue to support him as their Executive Director.

Irene Kopelman made a public comment by asking why they had not developed the online booking before. She likes that they don't have to wait on the line to book and finds that the online service is much easier. Andre Colaiace told her that someone from Customer Service would be contacting her.

## Board Member Comments

None.

**Motion made by Vice Chair Gombert to approve Item 8 and seconded by Treasurer Barnes. Via Roll Call Vote - all were in favor, motion passed.**

**9. CONSIDERATION TO AWARD SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-4126)**

Chief Operations Officer Mike Greenwood, Procurement Administrator David Chia, and Senior Manager of Finance Bruce Frink gave a presentation on the item.

Public Comments

Yael Hagen made a public comment by stating that as a person who lives in the San Fernando Valley and travels a lot there, she has a lot of respect for MV and how they conduct business in the San Fernando Valley. It is important for riders to have continuity of service and when you have a provider who has serviced a community for a very long time, and have proven that they have been willing to make changes, to come to the community and to interact with the community, you can't replace that. Global has had many supporters in their community, and they appreciate the fact that they're so involved and so willing to have excellent customer service. It is also important to be able to see the same drivers who stay because it's good for them to stay, that's stable employment for them. Being able to support drivers both with better wages and better benefits, makes a huge difference --not only in cost savings for the service itself -- but the kind of service that we experience as riders on the road. She is grateful for Global Paratransit.

Louie Garcia made a public comment by stating that he is the General Manager for Global Paratransit and on behalf of Global, would like to extend their appreciation to Access for their recommendation. He would also like to take the opportunity to acknowledge Global staff who participated in the procurement process, he thanked everyone for their hard work and dedication. To the Access customers who supported Global over the years and during this process, he thanked them for their support.

Ray Pizarro made a public comment to share his views on Global Paratransit and advocate for the award of the Southern region contract. During his participation with various mentoring groups at Rancho Los Amigos, including family members, he has come to witness Global Paratransit's positive impact in the community. The feedback they receive at the monthly patient advisory council meetings has been positive. They hope Access Services continues to allow Global Paratransit to operate within the Southern region.

Carlos Benavides made a public comment by stating that as president of the Los Angeles County Commission on Disabilities, he counts on Access Services especially during this pandemic. He counts on them to help transport and assist seniors and the disabled community. They are doing an excellent job and he thanked Andre Colaiace and all the staff at Access Services for all they do. He also appreciates the excellent customer service that the Southern region gives to their community and to all the patients at Rancho Los Amigos. He would also like to extend his support on the nomination of Global Paratransit for the award, for the Southern region service

contract. Global has shown their commitment through their performance, their outreach, and their advocacy within their community. He has received positive feedback from his constituents regarding their service, and he feels that delivery within the Southern region is strong and positive.

Reza Nasrollahy made a public comment by stating he was the CEO of Global Paratransit. On behalf of management team and all employees of GPI, he extended his appreciation to Access' staff and the review committee for the recommendation of AS Contract 4126. He does not take for granted that he is the provider for the Southern region, and appreciates this opportunity. They remain committed to providing outstanding service in an efficient, cost effective manner. They will continuously strive to improve their processes, whether it is hiring, training or technology to ensure that our customers always receive the highest level of customer service from the time they call to make a reservation until they complete their trip.

### Board Member Comments

Director Burner asked what the percentage of DBE participation that the RFP required and what percentage the provider offered. He also asked what the value of the subcontractors were of the selected provider. Mr. Chia responded that there is no DBE percentage requirement that's specific to the contract. Pursuant to the DOT's directives, Access has a race neutral DBE goal of 1.5% on all FTA funded contracts, but as an overall goal, it's not specific to the contract, but they do have DBE subcontractors with regards to this specific proposal. In terms of specific numbers of the three DBE subcontractors, A1 Mobile will be contributing a contract value of \$300,000; Islas Tires will be contributing a contract value of \$300,000; and Oschin Partners, a WBE business, will be contributing a contract value of \$150,000.

Director Wisdom stated that it was good to know the background behind GPI. She noticed that in the Board item they talked about the phone redundancy. Does that apply to the internet as well? If the internet goes down, is it the same as phone lines? Mr. Greenwood responded that they do require a backup for the phones as well as backup for the internet connection. Director Wisdom also asked about the trainings, which were very thorough for drivers and she wanted to know if this included the taxi drivers as well. Mr. Greenwood responded that the same training requirements are required of the taxi drivers as the employee drivers. They increased the number of driver training hours by roughly 20 hours in this RFP compared to the one 10 years ago. So now all new drivers, when they get hired to work for Global, will be getting quite a bit of additional training compared to the previous contracts.

Director Wisdom also asked if the video camera system was a uniform system. Would the same video system be available for taxis as well or do they have a different platform? Mike Greenwood responded that Global currently has several different video platforms on their taxi subcontractors, but in their proposal, they indicated that they would be switching to the same system that Access currently uses.

Secretary De Vera commented that she has been riding Access for almost 23 years and when she attended Loyola Marymount that is when Global and CTI changed their boundaries. She did not get out of class until 10:30 pm and was left stranded many times and she had to rely on Global Paratransit. They gave her peace of mind that she would be arriving home safely and not be stranded at LMU or in Culver City. Global emphasizes customer service and they get to know their riders on a more personal level. They treat riders like family, and it's always been that way since she has been riding with them.

Chair Nason commented that Global provides the service where the DRC operates and as a Board member and Executive Director she really appreciates the service they provide.

**Motion made by Director Troost to approve Item 9 and seconded by Secretary De Vera. Via Roll Call Vote - all were in favor, motion passed.**

**10. CONSIDERATION TO APPROVE PURCHASE OF VEHICLES FOR PARATRANSIT SERVICE**

Senior Manager of Fleet Design and Maintenance Rick Streiff gave a presentation on the item.

Public Comments

None.

Board Member Comments

Director Wisdom asked if they had actually procured any vehicles in the last year. Mr. Streiff responded they built 67 vehicles, but they were actually off the 2019 order. They fulfilled that during the COVID shutdown which is hard to do but they just finished this in December.

Director Burner asked what the assumption of FTA for the life expectancy of the MV1 vehicle. Mr. Streiff responded it was four years or 100,000 miles. He stated they are light duty vehicles and that even a class A is a four year, 100,000 miles. Anything under 11,000 GVW, it falls under the four-year plan.

Treasurer Barnes asked that in terms of zero-emission vehicles, where they were with that and what's the mandate. Maybe it is something they could talk about at a future date, but he knows it's a big topic of discussion both at the state level and nationally. Mr. Streiff stated that their position right now is that they are exempt from anything that's going on with the State or the FTA. The real issue is there's nothing now under

11,000 GVW in the electric world that's going to work for what Access does. The step up is to be over 14,000 GVW.

**Motion made by Director Burner to approve Item 10 and seconded by Vice Chair Gombert. Via Roll Call Vote - all were in favor, motion passed.**

## **11. CONSIDERATION TO APPROVE SUPPLEMENTAL FY21 AND DRAFT FY22 FUNDING REQUESTS**

Deputy Executive Director Hector Rodriguez gave a presentation on the item.

### Public Comments

Yael Hagen made a public comment by stating that paratransit is going to be a stepping stone to public transit for people with disabilities and seniors, once things open up more. They may no longer do that on a fixed route, or they may want to take it on Access first, before they're comfortable enough to go on to fixed route. That's a growth that the community will be able to absorb into what kind of trip growth they will have in future projections. The barrier of the ability to be vaccinated, and the unknown of whether or not the vaccination would be effective for people with new system issues. There's a lot of pressure and advocacy around the vaccine accessibility as well. Even in the opening of some disabilities participation in vaccination on March 15, it does not address all disabilities and it's pretty narrow. She encourages the Board to think very carefully about any abrupt changes in service. Perhaps they can allocate four trips for same day, one-way trips per month per rider to use as needed because it's been proven to be something important.

### Board Member Comments

Director Wisdom asked what the reason for the request of \$12.5 million for approval now. Could it wait for next month's Board meeting if there is a Board meeting in March? Mr. Jewell responded that there are Board committee meetings in March but the next full Board meeting is in April.

Director Wisdom continued by asking for the justification of the \$2 million request but they are asking for \$10 million more based on certain increases. She doesn't see the numbers tied specifically to the other \$10 million they are requesting and it gives her a pause. Mr. Colaiace stated that the amount they are asking for is a not to exceed number but they could certainly wait to see how things progress over the next couple of months before submitting it to Metro.

Treasurer Barnes thanked the staff for continuing to look at both the financial and service projections going forward. He thinks that, as they look to the next fiscal year, they need to make sure they're putting all the caveats out there. Long-term planning seems to be days and sometimes hours nowadays. They are talking about looking out



15 to 18 months, so he thinks that's the world they are living in now. He just wants to make sure they are constantly communicating that to their partners.

**Motion made by Director Del Castillo to approve Item 11 and seconded by Treasurer Barnes. Via Roll Call Vote - all were in favor, motion passed.**

## **12. REVIEW OF ANTELOPE VALLEY SERVICE REGION REQUEST FOR PROPOSALS**

Chief Operations Officer Mike Greenwood and Procurement Coordinator Kimberlie Nimori presented this item.

### Public Comment

None.

### Board Member Comments

Director Burner stated that he keeps bringing the same issue up and doesn't hear it being addressed. Each time they send out an RFP without addressing DBE requirements. He would like to suggest that they step back and look at the DBE requirements, DBE participation and include that in the RFP as a requirement, as well as what that percentage is. They keep putting this data out and he doesn't hear that or see that anywhere in the RFPs.

Treasurer Barnes asked if there were limitations on what they can put in the RFP. He understands Director Burner's statement but he thought there were some limits, in terms of what they can actually include per state law, which ties their hands a bit. Mr. Colaiace responded that there are some limitations that current court cases have placed upon them. Staff is looking at different options, and they do take Director Burner's comments seriously, and are working on enhancements to the DBE program for both federal contracts and local contracts. Treasurer Barnes stated that perhaps this could be an item at a future date so they can take a deeper dive into this issue. Mr. Colaiace stated that they did present some enhancements to a subcommittee meeting in the past but they can bring a similar presentation to the subcommittee next month.

Director Burner stated that if they are spending tax payers' dollars, and they have to be accountable for those dollars. There are a number of disadvantaged businesses that are out there that can take part and participate in this process. Perhaps they may want to take this up at a subcommittee discussion and hash out all of the details of it, and come back with a recommendation.

## **13. COVID-19/OPERATIONS UPDATE**

Emergency Management Coordinator Matthew Topoozian presented this item.

## Public Comment

None.

## Board Member Comments

None.

## **14. UPCOMING BOARD ITEMS**

Director of Administration F Scott Jewell stated that the Board Operations Committee meeting will take place March 1, 2021. The committee will review the agenda items for April 2021. The next set of committee meetings will take place on March 22, 2021 and the full Board will meet on April 19<sup>th</sup>.

## Public Comments

Yael Hagen made a public comment concerning the previous item and thanked Matthew Topoozian for his verbal explanation of a photo. That was meaningful to her because she is unable to see the screen, and it made her really be able to picture that photo. She just wanted to express her appreciation because that makes a huge difference.

## **15. EXECUTIVE DIRECTOR'S REPORT**

Executive Director Andre Colaiace stated that there were a few items concerning the Metro Fareless System Initiative. Metro has been exploring concepts related to their fare policies, including the possibility of having a fareless fixed route system. Last week, Metro CEO Phil Washington brought to the Metro Executive Management Committee a number of different fare concepts. The leading concept would provide free fares for low-income customers, which are 70% of Metro customers starting on January 1, 2022 and free fare for K-12 students starting August 1, 2022 with a pilot ending on June 30, 2023. The pilot would not have an impact on Access' fares. Access will continue to monitor this initiative going forward. In January and February of 2021, Access conducted a survey of its customers to get a better idea of how they use technology to access ADA paratransit services. The survey asked customers about their familiarity and satisfaction with Access' Where's My Ride application, online reservations, and Access's revamped website. The survey also asked customers about future technology projects that Access is developing, including hybrid electric or autonomous vehicles and mobile fare payment. Results are being collated and will be presented to stakeholders and the Access Board next month. Finally, Access received some online recognition on Instagram from Los Angeles mayor Eric Garcetti last week for assisting with transportation to a pop-up vaccination clinic in Watts. In addition, the mayor also highlighted Access' transportation program and noted that lanes have been set aside for Access vehicles at Dodger Stadium. This was picked up by a number of media

outlets, including the Los Angeles Times, Daily News and KTLA. Congratulations to the Access EOC team for working collaboratively with the Mayor's office and others on this important project.

## **16. BOARD MEMBER COMMUNICATION**

Director Troost thanked Access staff and Andre Colaiace for the great review.

Treasurer Barnes thanked staff for working so hard and being flexible during this incredibly difficult time. As things continue to evolve, they have to continue to keep an eye on how things progress and go forward. He looks forward to hearing more about the impacts of the proposed fareless program and how that does or doesn't impact the folks that use their services. Another thing they will want to keep a close eye on, is their ability to continue to get people to the vaccination sites. They talk a lot about social equity and about the ability to get there, and Access is the way that a large amount of the community gets there.

Director Del Castillo also thanked staff, especially Director Colaiace, for keeping them updated. He believes that the Independent Living Centers will be very happy to know that vaccine sites are being accommodated. On a personal note, he stated he has not used Access very much since they have been staying at home a lot of the time. He has noticed that demand has been increasing, which is a good thing.

Director Burner congratulated Andre Colaiace for doing such an excellent job. The two years that he has been on the Board, he thoroughly enjoyed working with him and certainly working with his staff, and watching his leadership. He thanked the providers for providing such excellent service to our customers. He also wanted to thank the participants who come and participate and comment at the Board meeting, ensuring that they are doing the right thing and being mindful of taxpayer dollars. He wanted to request staff to develop an Diversity, Equity and Inclusion plan for Access Services. Since we are a unifier of the LA region, they bring people together in all walks of life, different ethnicities, different economic backgrounds, different abilities. They acknowledge the historic role of transportation in the civil rights movement and the civil rights struggle in the US.

Secretary De Vera wanted to thank Andre Colaiace for his leadership and his hard work, especially during this pandemic. She thanked Mike Greenwood as well. She thanked everyone for reaching out to her. Her mom passed away on January 31st due to COVID complications. She never went out but COVID came in the house. She encouraged everyone to please be safe out there and wear a mask.

Vice Chair Gombert congratulated Andre Colaiace on his contract extension and looks forward to his positive leadership in the coming years. He would also like to recognize Access staff for all of their hard work in preparing and presenting numerous agenda items.

Director Wisdom echoed all the sentiments of everyone. She congratulated Andre Colaiace for renewing his contract which is well deserved. Her heartfelt condolences and prayers go out to Secretary DeVera. She stated that they should all be aware of everything that's going on with COVID and take it seriously. She thanked the Board for their camaraderie because all their meetings have been pretty seamless and she enjoys that. She also wanted to commend the staff for negotiating an Access lane for the vaccines. Thanks to everyone and the Access team for the good work and accomplishments and progress.

Chair Nason thanked Andre Colaiace and congratulated him. She thanked the Board for being so great. She hears about other Board meetings out in the community, and it really makes her proud to be on such a fantastic Board.

**17. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

No new business was heard subsequent to the posting of the agenda.

**18. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

There were no public comments.

**19. CLOSED SESSION REPORT**

Legal Counsel Vince Ewing stated that there are no items to be discussed in Closed Session by the Board.

**20. ADJOURNMENT**

Chair Nason requested a moment of silence in memory of Secretary De Vera's mother.

**Motion made by Treasurer Barnes, seconded by Secretary De Vera to adjourn.**

The meeting adjourned at 2:53 p.m.

Approved

\_\_\_\_\_  
Theresa De Vera, Secretary

\_\_\_\_\_  
Date

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: ELIZABETH ZAMBRANO, MANAGER OF HUMAN RESOURCES  
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE RENEWALS OF EMPLOYEE HEALTH  
AND BENEFIT CONTRACTS**

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**ISSUE:**

The current Access Services employee benefit insurance policies for medical, dental, vision, life and long-term disability will expire on June 30, 2021. The Board must approve a benefit plan so that employee benefits are in place for the next fiscal year starting July 1, 2021. This item was reviewed and approved by the Planning and Development Committee.

This item had been updated as the rate increases are now projected to be 4% instead of 8%.

**RECOMMENDATION**

Approve the employee benefit insurance policies for the period of July 1, 2021 through June 30, 2022 at a cost not to exceed \$1,097,658.

**IMPACT TO BUDGET**

The costs for these policies (\$970,902 for the medical policy and \$126,756 for all other Access sponsored policies), is a 4% increase over the current year and will be included in the proposed FY2021/22 budget. The funding for these policies comes from local funds.

The amount requested for approval is an estimate based on information obtained from our insurance broker at the time of preparation of this Board item. Since quotes are generally not available until the date of the actual policy renewal, it is possible that the actual cost of the premiums will be lower than the stated estimate.

## **ALTERNATIVES CONSIDERED**

Access' insurance broker, SullivanCurtisMonroe (SCM), is in the process of conducting a comprehensive market survey. Similar benefit plans with health care carriers such as Blue Shield and United Health Care have previously resulted in 9% to 25% premium increases. The current Kaiser plan will likely be the most cost advantageous to Access.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a renewal of the existing Kaiser Health Care plan and modify Access' existing vision, dental, and other benefit plans in accordance with terms, conditions and costs that are no less favorable to Access than those proposed herein. Access would not be legally bound to the renewal or modifications unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND**

Access Services (Access) offers a comprehensive package of employee benefits. Coverage of insurance begins the first day of the month after 30 days of employment. All full-time staff employees and their eligible dependents may participate in Access' comprehensive health coverage. These benefits include the following:

### **Comprehensive Health Insurance - Kaiser-Permanente (HMO & PPO)**

Participants may choose coverage for themselves and any eligible dependents, or to opt-out of the plan if they are covered by another employer sponsored plan.

Access pays 90% of the entire premium cost for HMO or 80% of the entire premium for PPO coverage for both employee and eligible dependents up to limits established by the Board of Directors.

### **Dental Insurance -**

The Prepaid Dental Benefit (DHMO) option provides basic care at no charge to the employee and other services at a low co-payment.

Indemnity Dental Benefits (DPO) option provides basic care at no charge to the employee and other services at a payment of 90% on most usual and customary charges up to \$1,500 per year.

**Vision Insurance -**

Comprehensive vision insurance (PPO) covers frames, lenses, contact lenses and exams.

**Chiropractic Insurance -**

PPO Chiropractic coverage provides up to 20 visits per calendar year.

**Life and Long-Term Disability Insurance -**

Employer-paid Life Insurance provides an amount equal to the employee's annual salary. Premiums are 100% paid by Access for employees; dependents are not eligible for this benefit. Employees may choose additional voluntary life insurance and pay the premiums through payroll deductions.

Employer-paid Long Term Disability Insurance provides up to 66% of salary for employees unable to work after a 90-day waiting period. Premiums are 100% paid by Access for employees; dependents are not eligible for this benefit.

**Long Term Care:**

Employer paid Long Term Care Insurance provides basic coverage of \$2,000 per month for qualified confinement to skilled nursing facility. See plan for details. Employees may choose additional coverage choices and pay the premiums through payroll deductions.

**Supplemental Insurance:**

Employees may elect any of several voluntary supplemental insurance policies, and pay for the premiums via payroll deduction. Employees may opt for supplemental insurance at any time.

**Flexible Spending Accounts:**

Access participates in Flexible Spending Accounts (FSA) as regulated by the Internal Revenue Service. Employees are able to participate in an FSA when they become benefit eligible (1st of the month following 30 days of hire) and during the open enrollment period (effective as of July 1 each year).

April 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: CONSIDERATION TO APPROVE RENEWAL OF SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM**

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**ISSUE:**

Board approval is requested to continue the Self Insured Retention (SIR) program for all automobile liability claims up to \$100,000 per claim.

This item was reviewed and approved by the Planning and Development Committee.

**RECOMMENDATION:**

Authorize staff to continue a \$100,000 Self Insured Retention program with estimated liability of \$1,750,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.

**IMPACT ON BUDGET:**

Based on projected actuarial studies to be performed by Aon Risk Solutions, it is expected that this program may have a projected total cost of claims within the SIR of up to \$1,750,000 for FY 2021/22. The final cost will depend on the actual loss history over the policy period. For example, claims so far for the FY2020/21 year are projected to be \$593,878, far below the actuarial projection of \$1,789,000. (This estimate is subject to change depending on claims experienced through June 20, 2021.)

Aggregate stop loss insurance will be procured in order to limit SIR exposure. The aggregate insurance will become effective only when Access has paid \$3,500,000 in claims.

This program and the other layers of insurance have all been included in the draft budget for Fiscal Year 2021/22.



**ALTERNATIVES CONSIDERED:**

Staff believes the SIR structure, in combination with our safety program, has been successful and no alternatives have been considered.

**BACKGROUND:**

The proposal with an SIR and cost sharing of total claims was developed by our insurance brokers, SullivanCurtisMonroe. The centralization and control of the insurance program by Access and its contracted Third Party Administrator (CorVel) has allowed Access to better manage and resolve claims against the Agency. The data for the actuarial study consists of data for claims incurred from June 21, 2009 to date gathered from CorVel. The requested SIR liability limit is a decrease from the current year's limit of \$1,789,000.

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE**

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**ISSUE:**

In order to continue the Access Self-Insured Retention (SIR) program, Board approval is necessary to authorize the renewal of insurance policies consisting of Excess Business Auto for revenue service vehicles, Commercial General Liability, Commercial Umbrella Liability, and Aggregate Stop Loss Coverage.

The insurance layers in Access' program are currently structured as follows:

SIR	up to \$100,000
Primary Layer	\$100,000 to \$1,100,000
First Excess	\$1,100,000 to \$11,100,000
Second Excess	\$11,100,000 to \$26,100,000
Third Excess	\$26,100,000 to \$51,100,000

The Primary Automobile Layer is covered by a policy with James River Insurance Company that expires on June 20, 2022 and staff has asked Access' insurance broker, SullivanCurtisMonroe, for pricing on extending the existing policy with James River through June 20, 2023.

The three excess layers above the primary layer will expire on June 20, 2021, and therefore require Board action to extend to June 20, 2022.

**RECOMMENDATION:**

Authorize the Executive Director to:

- Enter into a one-year policy agreement with James River Insurance Company for primary insurance coverage from June 21, 2022 through June 20, 2023;
- Enter into a one-year policy agreement with James River Insurance Company for the first excess layer;

- Enter into a one-year policy agreement with Scottsdale Insurance Company for the second excess layer;
- Enter into a one-year policy agreement with Liberty Insurance Company for the third excess layer;
- Enter into one-year policies with various carriers for the above-named insurance policies dependent on the outcome of the quotes received;
- Authorize an amount not to exceed \$7,250,000 for all of the above insurance layers.

### **IMPACT ON BUDGET:**

These costs will be included in Access' budget for FY2021/22. The funding for these policies comes from local funds.

### **BACKGROUND:**

The insurance placement process will be completed by June 20, 2021 for all layers except the primary layer. A report with specific insurance carrier and policy information will be transmitted to the Board.

The choice of an insurance carrier is based on a number of factors, i.e. financial strength, the 'A. M. Best Guide' industry rating, policy limits, potential covered losses and cost. SullivanCurtisMonroe has been instructed to obtain competitive bids in the placement of our insurance policies. Insurance companies have traditionally been very selective in bidding on the insurance Access currently carries, and as part of their process, conduct a detailed assessment of potential exposures to risk.

The amount requested for approval is an estimate based on information obtained from our insurance broker at the time of preparation of this Board item. Since quotes are generally not available until the date of the actual policy renewal, it is possible that the actual cost of the premiums will be lower than the stated estimate.

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: SUSANNA CADENAS, MANAGER, CUSTOMER RELATIONS  
KIMBERLIE NIMORI, PROCUREMENT COORDINATOR**

**RE: CONSIDERATION TO AWARD COUPON PRINTING CONTRACT (AS-4135)**

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**ISSUE:**

Board approval is required to exercise the award of a coupon printing contract. This item was reviewed but neither approved nor disapproved by the Planning and Development Committee as there was an active protest of the award being addressed by the staff. That protest has since been resolved with no change in the staff recommendation.

**RECOMMENDATION:**

Authorize staff to execute Contract No. AS-4135 with Precision Services Group for the printing of transit coupon booklets on an as-needed basis in an amount not-to-exceed \$156,608, for a three-year period beginning May 1, 2021.

**IMPACT ON BUDGET:**

The costs associated with this contract will be appropriately budgeted for FY 2021 and the subsequent out-years. The funding for this service is allocated from local funds. At Access' sole discretion, and contingent upon Board approval, this contract may be extended for up to five (5) additional years in one-year increments.

**ALTERNATIVES CONSIDERED:**

Access could discontinue the use of paper coupons. However, although the use of digital fare payment solutions has become increasingly popular, a portion of the Access customer base, for a variety of reasons, stills prefers to use coupons for fare payment. Customers also have the option of paying their fare in cash or by credit card.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed herein. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

**BACKGROUND:**

On December 16, 2020, Access issued Request for Proposals (RFP) No. AS-4135 to select a printing company to print the newly designed transit coupon booklets. Over 145 companies downloaded the RFP from either the Access website or from the nationwide e-procurement service, Public Purchase. Access issued three addenda, providing responses to proposer questions. By the January 28, 2021 deadline, Access received proposals and samples from the following seven printing companies:

- 1. Amlon Industries (non-responsive) \*
- 2. Central Printing Group (CPG)\*
- 3. Globe Ticket Company (Globe)
- 4. International Security Products, Inc. (ISP)
- 5. Precision Services Group (PSG)\*
- 6. Proforma Color Press (non-responsive)
- 7. Southland Printing (Southland)

Five of the seven proposals submitted were deemed responsive and the proposers responsible. As part of their proposals, the proposers (both prime contractors and if applicable their subcontractors) were also asked to provide information regarding their status as a disadvantaged business, indicating whether they were certified in one or more the following categories: Small Business Enterprise, Women Business Enterprise, Disadvantaged Business Enterprise, Minority Business Enterprise, Disabled Veterans Business Enterprise, or other. Three of the seven proposers reported being certified in one or more of the aforementioned categories (noted above with a “\*”).

An evaluation panel was convened and a comprehensive technical evaluation by three members of Access staff followed.

The proposals were evaluated based on the following criteria and associated weights:

<u>Criteria</u>	<u>Max Weight</u>
1. Qualifications and Experience of Firm	20
2. Quality of Technical Approach	30
3. Quality of Printed Samples	25

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 TOTAL

100

During the period from February 2, 2021 through February 22, 2021, the evaluation committee conducted its independent evaluations of the proposals received. Proposals from CPG, Globe, ISP and PSG were determined to be within the competitive range, based on the evaluation of the three technical scoring criteria identified in the subject RFP, with PSG receiving the highest technical score.

Requests for a "Best and Final Offer" (BAFO) were made on February 17, 2022.

#### First Round Scoring:

#### Evaluation Following Submission of Proposals to Establish a Competitive Range (Per Technical Score)

Proposer	Qualifications and Experience (20 pts)	Quality of Technical Approach (30 pts)	Quality of Printed Samples (25 pts)	<b>TOTAL Technical Score (75 pts)</b>	Cost (25 pts)
CPG	16.67	22.00	20.83	<b>59.50</b>	7.63
Globe	16.67	20.50	18.75	<b>55.92</b>	25.00
ISP	17.33	25.50	18.33	<b>61.17</b>	8.32
PSG	19.00	28.20	22.08	<b>69.28</b>	15.33
Southland	14.93	19.50	16.58	<b>51.02</b>	18.66

#### Final Scores:

Including BAFO from those who scored within the competitive range.

Proposer	Qualifications and Experience (20 pts)	Quality of Technical Approach (30 pts)	Quality of Printed Samples (25 pts)	Cost (25 pts)	Total Score (Max. 100 Pts.)
CPG	16.67	22.00	20.83	7.86	67.36
Globe	16.67	20.50	18.75	25.00	80.92

ISP	17.33	25.50	18.33	8.32	69.49
PSG	19.00	28.20	22.08	15.69	84.97

Cost Analysis:

The final negotiated cost for the three-year base term from the four companies that scored within the competitive range are set forth below.

Although the final negotiated cost proposed by PSG is higher than the Independent Cost Estimate of \$131,588, the proposed cost has been determined to be fair and reasonable. In addition to the cost, other criteria were considered, such as years of experience, production plan, examples of past work, turnaround time, and the vendor’s willingness to reconcile their mistakes. All of these factors were reflected in the final scoring.

Proposer	Year 1*	Year 2*	Year 3*	Three Year Total
CPG	\$103,260.63	\$103,260.63	\$106,295.00	\$312,816.26
Globe	\$32,149.18	\$32,759.24	\$33,386.99	\$98,295.41
ISP	\$97,432.30	\$98,391.28	\$99,358.22	\$295,181.80
PSG	\$51,954.86	\$52,181.42	\$52,471.08	\$156,607.36

\* Note: The evaluation of the cost proposals were based on annual estimated quantities, including any applicable delivery charges.

Recommended Contractor:

Headquartered in Tustin, CA, Precision Services Group (PSG) has had over 50 years of experience in the printing industry. PSG provides full in-house printing services without the need to subcontract the work out, ensuring constant quality management of production. Their committed project team members have 30+ years in lithographic design and print and in delivery of other complex projects. Their key staff member is familiar with Access and our printing projects. PSG also has experience working with local and government agencies such as the Los Angeles County Metropolitan Transportation Authority, providing services in digital printing, fulfillment, estore-fronts and catalogs, as well as marketing and branding services pertaining to social media.

Samples provided by PSG reflected the expected quality of Access’ new coupon design and specifications, including padded glued edge booklets, holographic security foil, and number sequencing. In addition, PSG’s commitment to a production turnaround time of two to three weeks is ideal to meet fluctuations in coupon demand and its location and in-house drivers reduce delivery timeframes, providing Access with rush delivery options as needed. PSG is considered a Small Business Enterprise (SBE).

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: SUSANNA CADENAS, CUSTOMER RELATIONS MANAGER**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -  
LANGUAGE INTERPRETATION SERVICES CONTRACT (AS-4022)**

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**ISSUE:**

Board approval is required to exercise a one-year extension for telephone language interpreting services with Language Line Services, Inc.

This item was reviewed and approved by the Performance Monitoring Committee.

**RECOMMENDATION:**

Authorize a one-year contract extension with Language Line Services through September 30, 2022 and an increase in funds of \$100,000.

**IMPACT ON BUDGET:**

The costs associated with this contract will be appropriately budgeted for FY2021/22 and the subsequent out year. The not-to-exceed contract total will increase from \$568,747 to \$668,747. The funding for this contract comes from local funds.

Payment terms of the contract will continue to be a fixed fee of \$0.63 per minute for the extension. Aside from telephone interpretation, Language Line Services Inc. also provided pricing for document and video translation services. Video translations are \$1.95 per minute and document translations range from \$0.22- \$0.40 per word depending on the language. Access Services may need these translation services from time-to-time and will request such services on an as-needed basis only.

**ALTERNATIVES CONSIDERED:**

The alternative, should the Board not approve the option term, is to release a RFP for translation services for an October 1, 2021 start date. However, staff does not recommend this option as the contractor has satisfactorily met the terms of the contract and the extension ensures the current rates remain the same.



### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract amendment upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract amendment herein proposed unless and until it is incorporated into a formal written agreement that is executed by all parties thereto and approved as to form by this entity's legal counsel.

### **BACKGROUND:**

In order to ensure meaningful access to persons with limited English proficiency, Access Services uses a telephone interpreting service. This service allows callers to communicate with Access and its service contractors via a three-way conference call in a multitude of languages.

The current contract was procured using a competitive RFP in 2016 and was awarded to Language Line Solutions Inc. for a base three-year term with five one-year options. Language Line Solutions Inc., the current incumbent for telephone interpreting services, is headquartered in Monterey, California and has been in business for 34 years. Language Line Solutions Inc. is one of the largest over-the-phone interpreting companies in the world. They translate over 240 languages, including American Sign Language, and complete more than 40,000,000 interactions yearly while serving approximately 30,000 clients.

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: RICK STREIFF, SENIOR MANAGER, FLEET DESIGN & MAINTENANCE  
DAVID CHIA, PROCUREMENT AND CONTRACTOR ADMINISTRATOR**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ON-BOARD VEHICLE CAMERA RECORDING SYSTEM CONTRACT (AS-3906)**

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**ISSUE:**

Board approval is required to extend the term and increase funds for the SmartDrive On-Board Vehicle Camera/Recording System.

This item was reviewed and approved by the Performance Monitoring Committee.

**RECOMMENDATION:**

Authorize a one-year contract extension with SmartDrive Systems, Inc. through August 31, 2022 and an increase in funds of \$504,000.

**IMPACT ON BUDGET:**

The requested amount will fund monthly subscription fees, repairs and replacement parts through the term of the extension. The contract not-to exceed amount will increase from \$3,181,651 to \$3,685,651. The funding for this contract comes from local funds.

**ALTERNATIVES CONSIDERED:**

No alternatives are available. No new upgrades have been released on the United States General Services Administration's procurement schedule. No significant camera system advancements are anticipated for the year. This requested extension is meant to continue operations of the upgraded existing system. This action would maintain current standards of operational safety and security.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract amendment upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract amendment herein proposed unless and until it is incorporated into a formal written agreement that is executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND:**

Recognizing the importance of on-board vehicle camera recording systems, the Board authorized the purchase of the "SmartDrive" system in 2010. In 2015, the Board authorized further expansion of the SmartDrive system through the United States General Services Administration's ("GSA") Information Technology ("IT") Schedule 70.

In December 2019, the Board authorized a six-month contract extension that included a camera system upgrade from 3G to 4G broadband cellular network technology, also through GSA IT Schedule 70.

In June 2020, the Board authorized a one-year contract extension to fund monthly subscription and replacement parts, extending the contract to August 31, 2021.

Staff continues to carefully monitor the onboard video camera technology market and awaits the reissuance of GSA Schedule 70. In the meantime, a one-year contract extension with an increase in contract value will allow Access to continue camera system operations, repair and replace system components, and assess market opportunities for future system improvements.

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: RICK STREIFF, SENIOR MANAGER OF FLEET DESIGN AND MAINTENANCE**

**BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE PURCHASE OF VEHICLES FOR PARATRANSIT SERVICE**

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**ISSUE:**

Board approval is required to purchase up to one hundred eighteen (118) accessible vehicles for paratransit service.

This item was reviewed and approved by the Performance Monitoring Committee.

**RECOMMENDATION:**

Approve the purchase of up to 118 vehicles through the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative contract 21-01 for an amount not to exceed \$8,850,000.

**IMPACT ON BUDGET:**

The funds needed for the purchase of the 118 vehicles will be from the FY2020/21 capital budget, using a combination of local Proposition C and federal Section 5310 funds, along with insurance proceeds. The proposed total expenditure includes applicable sales tax, licenses and fees. Staff has obligated the funds necessary to purchase these vehicles.

**ALTERNATIVES CONSIDERED**

None. Of the proposed vehicles, 113 are required to replace a similar number of vehicles which have reached or surpassed their useful lifespan (4 years or 100,000 miles) as defined by the FTA. The remaining five vehicles will replace vehicles that have been damaged to the point that they are no longer repairable. If staff chooses to not replace some or all of these vehicles it would be forced to operate service with a reduced accessible fleet, which would negatively affect operating performance.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract for the purchase of vehicles upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the vehicle purchase contract unless such contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND**

### **CalACT/MBTA Purchasing Cooperative**

As noted above, staff is proposing to purchase the vehicles through a cooperative contract schedule. A cooperative contract is preferred to a more traditional procurement because this method expedites the purchasing process and ensures acquisition of goods at the most competitive prices. With a cooperative contract schedule, product specifications have been identified and prices have been set at negotiated values.

Access is proposing to purchase the vehicles through an approved vendor in the CalACT/MBTA Purchasing Cooperative. Morongo Basin Transit Authority, a member of CalACT, is the lead agency of the Cooperative. Encouraged by many CalACT member agencies, MBTA and CalACT formed the Cooperative as an alternative to traditional state bidding processes to create a competitive marketplace for expedited vehicle purchases in the State of California. The Cooperative establishes a Local Government Schedule pursuant to FTA third-party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), which provides local governments the opportunity to purchase goods or services at established prices. At this time, there is no contract schedule available from the state of California that includes ADA accessible vehicles. Staff expects the schedule to be approved and available to use by April 26, 2021.

### **Section 5310 Funding Plan**

As delegated by the Governor of the State of California, the Los Angeles County Metropolitan Transportation Authority (Metro) is the Designated Recipient of Federal Transit Administration (FTA) funds apportioned to the Los Angeles-Long Beach-Anaheim Urbanized Area (UZA 2) from the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. As a direct recipient of Federal funds, with the Metro's Board approval, Access is able, in turn, to become a direct recipient of the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

Metro's Board has approved the allocation of \$10,934,004 of Section 5310 funding to Access Services for its vehicle replacement program for the procurement of one hundred forty (140) accessible vehicles to be used in the provision of ADA

complementary paratransit services. Staff requested and the Board approved the purchase of 27 vehicles at its February meeting. Staff is now requesting approval to purchase the balance of these vehicles.

The 118 vehicles remaining to be replaced (including 5 vehicles damaged beyond repair) are low floor Dodge Caravans and MV1s, which are no longer available. Replacement vehicles will be low floor ProMasters or Chrysler Voyagers, or a combination of both. The new models have a similar passenger load and footprint as the vehicles they will replace. CalACT/MBTA is currently evaluating both models to ensure availability and Buy America compliance.

Vehicle Type	Quantity	Cost Estimate
Low Floor Vehicle*	5	\$375,000
Low Floor Vehicle**	113	\$8,475,000
Total	118	\$8,850,000

\*Replaced vehicles damaged beyond repair (to be purchased through CalACT/MBTA Purchasing Cooperative Contract No. 21-01).

\*\*Replace minivans and MV1s which have exceeded their useful life (to be purchased through CalACT/MBTA Cooperative Contract 21-01).

Metro’s Board approved the allocation of \$10,934,004 of Section 5310 funding to Access Services for its traditional capital vehicle replacement program for the procurement of one hundred forty (140) accessible vehicles to be used in the provision of ADA complementary paratransit services. These funds, covering federal fiscal years 2018, 2019, and 2020, and have been apportioned as follows:

- \$10,344,859: \$4,176,647 in FY19 and \$6,168,212 in FY20 to the Los Angeles-Long Beach-Anaheim Urbanized Area (UZA 60020); and
- \$340,987: \$144,453 in FY18 and \$196,534 in FY19 to the Lancaster-Palmdale Urbanized Area (UZA 63570); and
- \$248,158: \$165,901 in FY18 and \$82,257 in FY19 to the Santa Clarita Urbanized Area (UZA 61770).

Because of the information received in late January (as described above), it is in Access’ best interest to buy under the current CalAct contract because of the large projected increase in the cost of these vehicles under the next contract. Ideally, staff would have also proposed the purchase of the budgeted 113 ProMaster minivans at this time.

However, there are no minivans or replacements for minivans (ProMasters) available under the current contract. The new contract will be issued around April 26<sup>th</sup> and will offer replacements for our minivans. Access has been awarded a 5310 grant for the following vehicles, to be purchased in two stages, under two separate contracts:

Vehicle Type	Quantity	Cost Estimate
Class A*	11	\$990,000
Class B*	14	\$1,379,000
Class C*	2	\$224,000
ProMaster**	113	\$8,475,000
Total	140	\$11,068,000

\*Proposed current contract

\*\*Proposed upcoming contract

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: RANDY JOHNSON, DIRECTOR OF GOVERNMENT AFFAIRS AND OUTREACH**  
**BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY**

**RE: CONSIDERATION TO APPROVE ACCESSIBLE ELECTRIC VEHICLE PROJECT LETTER OF SUPPORT**

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**ISSUE:**

The U.S. House of Representatives recently approved the return of earmarks, which are discretionary projects that are included in annual appropriations bills. The Appropriations Committee is requiring that interested transportation agencies include a letter or resolution of support for projects from local elected officials or leaders.

Staff is seeking Board support for its request to purchase ten (10) accessible electric paratransit vehicles and related infrastructure to test these vehicles in paratransit service.

**RECOMMENDATION:**

In support of Access' appropriations request, authorize the Board Chair to prepare a letter of support on behalf of the Board.

**IMPACT ON BUDGET:**

Access is seeking federal funds in the amount of \$3,112,000 for this project, which is 80% of the total project cost. If this project ultimately receives funding, the remaining costs will be covered by local Los Angeles County transit funds programmed in the FY22 budget for fleet replacement.

**ALTERNATIVES CONSIDERED:**

Access could decide to forego this funding opportunity but believes the appropriations process offers a unique way to fund an accessible electric vehicle pilot project.



## **BACKGROUND:**

While zero-emission, electric vehicles are becoming more common in fixed-route bus fleets, they are not being deployed in paratransit service. Access Services is in the process of looking at opportunities to convert its fleet, currently consisting of a combination of gasoline and natural gas-powered vehicles, to one made up of electric-powered vehicles.

This project proposes the purchase of ten (10) accessible electric paratransit vehicles and charging infrastructure, as well as the testing of these vehicles in three of Access' service regions. Specifically, testing would take place in the Eastern Region (San Gabriel Valley), Northern Region (San Fernando Valley) and the City of Santa Clarita, in order to allow the agency to better understand the vehicle characteristics, operational characteristics, HVAC requirements, vehicle maintenance and training requirements, as well as the impacts to dispatching software that the deployment of such vehicles would have. The charging facilities will be located in El Monte, Van Nuys and the City of Santa Clarita.

The completion of the pilot project will allow Access to collect enough data to analyze the optimal ways to operate electric vehicles in paratransit service, establish charging facilities, and provide formal training to drivers, dispatchers, fleet maintenance staff, operations staff and road supervisors.

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**  
**FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY**  
**RE: CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE SCOPE FOR WHERE'S MY RIDE (WMR) SOFTWARE AND SERVICES CONTRACT (AS-3998)**

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**ISSUE:**

Board approval is necessary to extend contract AS-3998 with Information Technologies Curves (IT Curves), Access Services' Where's My Ride (WMR) application vendor. This also includes the addition of funds and a change in scope and functionality related to the award of the FTA Mobility for All Grant.

**RECOMMENDATION:**

Authorize an additional \$580,000 in funds, a change in scope and an extension in the period of performance with IT Curves through February 21, 2023.

**IMPACT ON BUDGET:**

The costs associated with this contract have been budgeted in the FY2020/21 fiscal year and will also be allocated to FY2021/22 and FY2022/23. The contract's not-to-exceed value will increase from \$536,941 to \$1,116,941. Of the funds requested, \$406,061 is for further development costs and \$173,939 for licensing and support fees. The funding for these services comes from Prop C Discretionary, Measure M, and Mobility for All grant funds.

**ALTERNATIVES CONSIDERED**

The WMR application and related software were custom developed as they integrate a variety of third-party application programming interfaces (APIs) into a single common platform. The adoption of the platform by our riders has expanded significantly and we would expect further adoption as other features become available. This custom development, along with the additional functionality related to the grant, would be considered a sole-source exemption and hence no other alternatives have been considered.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment to the existing contract with IT Curves, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract amendment unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND**

In January 2016, the Board authorized the development of the "Where's My Ride" application, a smart device and web program that enables our riders to monitor the status and location of their designated vehicle via a smartphone, cell phone, tablet or computer. Development of the application began in March 2016 and WMR went live in January 2018 to cover the Eastern, West/Central, Northern and Southern regions. The Santa Clarita region went live in April 2019. In May 2019 functionality was expanded to allow for on-line reservations in the Eastern, West/Central and Southern regions. The Board authorized an extension to the contract in July 2019.

In June 2020, Access was notified of an award of a \$330,000 FTA Mobility for All grant. This grant is intended to enhance WMR with new functionality, including -

1. Transit App Integration - Includes Trip Planning/Booking/Cancellation interface with Moovit and Google Transit to allow for new mobility options.
2. Digital Rider ID - Allows for the integration of Access' RiderID with the WMR app.
3. Multi-function Bluetooth Low Energy (BLE) Beacon - Allows for wayside notification and precision docking notifications.

Due to a variety of issues related to pandemic restrictions, other IT project priorities and negotiations with the existing vendor, staff opted to wait to bring this item to the Board to ensure that a project completion road map could be successfully accomplished. In addition to the expanded functionality described herein, the following will be completed as a part of the contract extension -

1. WMR functionality (including online reservations) in the Antelope Valley region (May 2022)
2. Online reservations in the Northern and Santa Clarita regions (1<sup>st</sup> quarter 2022)

The additional functionality related to the grant should be completed in eighteen (18) months. The extension encompasses all related licensing, maintenance and help desk services through February 21, 2023.

APRIL 12, 2021

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: UPCOMING BOARD ITEMS**

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**ISSUE:**

The following items are tentatively scheduled to be addressed by the Board and its committees through April 2021.

**April 26, 2021 - Board Operations Committee**

<b>Agenda Items:</b>	<b>Disposition:</b>
Board Agenda review	Action

**May 17, 2021 - Committee Meetings - Performance Monitoring, Planning and Development and External/Stakeholder Relations**

<b>Agenda Items:</b>	<b>Disposition:</b>
FY2021/20 Budget Approval	Action
Eastern Region Service Contract Extension	Action
Santa Clarita Region Service Contract Extension	Action
Website Contract Award	Action
DBE Goal Approval	Action
Procurement Threshold Changes	Action

**June 21, 2021 - Board of Directors**

<b>Agenda Items:</b>	<b>Disposition:</b>
Committee Items Approval	Action

June 28, 2021 - Board Operations Committee

<b>Agenda Items:</b>	<b>Disposition:</b>
Board Agenda review	Action